MyNavy Career Center (MNCC) Update



Fleet N1 Virtual Town Hall 29 October 2018





Today's Agenda

Agenda	Time
Welcome	2 min.
MNCC: The Future of HR Support	25 min.
MNCC Beta Launch & Initial Successes	-
Continuous Improvement	-
"How to Use MNCC": ePAR & My Record Processes on MNP	-
New Capabilities on MyNavy Portal in November!	-
Questions & Discussion	30 min.
Wrap-Up	3 min.





The Future of HR Support: MyNavy Career Center

MyNavy Career Center (MNCC) is a significant milestone in the Navy's plan to deliver accurate, timely, and enhanced customer service support for Sailors.



Tier 0: MyNavy Portal HR actions and knowledge tools are available

through online-self service on MyNavy Portal (MNP) organized by Career & Life Events

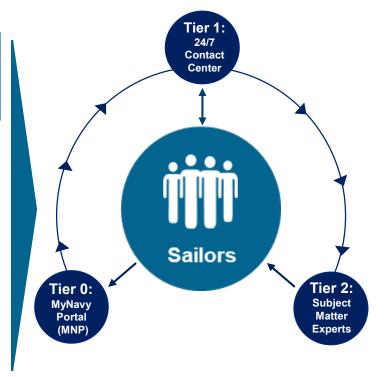


Tier 1: 24/7 Contact Center

At any time, day or night, Sailors can contact the MNCC Contact Center by phone at (1-833-330-MNCC), via email at askmncc@navy.mil, or through MyNavy Portal (MNP) at my.navy.mil



Tier 2: Subject Matter Expert Support
Appropriate Subject Matter Experts receive and
address requests from MNCC Contact Center
Agents as needed







MNCC Early Impacts

- Prior to launch, MNCC resolved 2,000+ Service Requests for accountability musters from Sailors impacted by Hurricane Florence and Typhoon Mangkhut
- Since launch day, the MNCC Contact Center has resolved 20,000+ Service Requests, and 90+% of Sailors who completed customer response surveys had a positive experience
- In its first week of opening, we reached 1,350,000+ people about the launch of MNCC through publications and social media











MNCC Improvements Currently Underway

MNCC will continually improve operations based on data-driven feedback as capabilities mature. Through this continuous improvement, we are providing Sailors and their families more accurate, timely, and improved customer service.

MNCC Beta SEP-2018



Improve Sailors' visibility into tracking Service Requests

Provide Command Pay and Personnel Administrators (CPPAs) specialized support through MNCC

Expand Knowledge Management article base

Improve communications to the Fleet about MyNavy Portal capabilities

Utilize Change Agent Network to spread information about MNCC

MNCC Focus: Accuracy, Timeliness and Excellent Customer Experience







How To Use MNCC

Electronic Personnel Action Request (ePAR/1306) Process

At MNCC Beta, Sailors, Command Career Counselors (CCCs) and MNCC support staff will experience the following process when submitting an ePAR/1306 on MyNavy Portal at my.navy.mil:



The Sailor accesses the ePAR/1306 via MNP.



The Sailor completes the form (all required fields, including CCC's email for routing) and submits via MNP.



The CCC receives link to ePAR/1306, confirms request with Sailor, prints the form and routes for command endorsement (approval/disapproval or return with no action).



The CCC then accesses the ePAR/1306 via MNP, documents the command's endorsement and submits.



The MNCC
mailbox
receives the
form, a Tier 1
agent creates
a Service
Request in
CRM and
designates the
ePAR type for
routing.



CRM routes the ePAR to the appropriate MNCC Tier 2 agent for adjudication and resolution.



The MNCC
Tier 2 agent
receives the
ePAR/1306
for
adjudication
and resolution
and takes
appropriate
action.

Sailors' Command Pay and Personnel Administrators (CPPAs) remain their first contact for support when it comes to addressing HR questions.





How To Use MNCC

My Record Web 1.0 Process

At MNCC Beta, Sailors and MNCC support staff follow this process when completing updates to a Sailor's personal HR data on My Record Web 1.0 at MyNavy Portal:



The Sailor sees an error in their record.



The Sailor references the MNP FAQs to learn what supporting documentation is needed and submits an inquiry via MNP to correct their record, attaching the necessary documents.



The MNCC
Tier 1 agent
receives an
encrypted
email, creates
a new Service
Request in
CRM and uses
the KM
database to
diagnose the
issue.



The MNCC
Tier 1 agent
uses info found
in the KM
database to
determine who
(MNCC Tier 2)
to route the
issue to for
resolution.



The MNCC Tier 2
agent works
through the
resolution path
and status
changes through
the CRM. As of
now the Sailor's
electronic training
jacket (ETJ) is
available. More
information to be
added in the
future.



Once the inquiry is resolved, the MNCC Tier 2 agent closes the Service Request. Then, the Sailor receives an email, notifying them of the status of their record update.



Once notified by the status email, the Sailor can verify and confirm their record was updated on MNP.

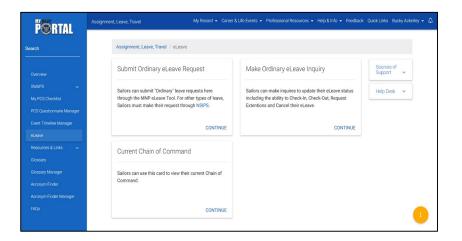
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MyNavy Portal (MNP) - Upcoming Capabilities

eLeave



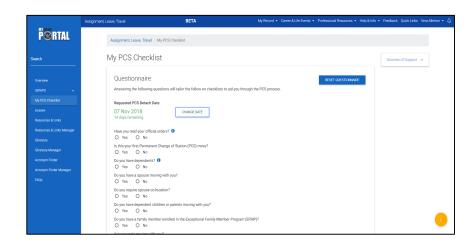
What is eLeave?

Initial capabilities allow Sailors to submit ordinary leave requests through MNP. Until the eLeave function on MNP is fully developed, other leave requests can be completed in NSIPS using existing processes.

What's the benefit to Sailors?

Sailors will be able to submit, track, and modify their requests, plus, they will have access to help from MNCC contact center agents.

PCS Checklist



What is the PCS Checklist?

The Permanent Change of Station (PCS) Checklist allows Sailors to identify all of the ways in which their unique situations impact upcoming moves. Once the checklist is done, a PDF version may be downloaded as a ready reference and to monitor progress.

What's the benefit to Sailors?

Sailors may create a custom-tailored experience that meets their specific needs.



Questions & Discussion





Frequently Asked Questions

Questions from Fleet/Forces N1 Leadership and OPNAV N1 Leadership:

1. What happens if Sailors call the old NPC Help Desk Line? Will they still be able to receive support from MNCC?

Yes! If Sailors accidentally call the old NPC Help Desk line, they'll be transferred to MNCC so they can generate a Service Request with an MNCC Contact Center agent.

2. Can Sailors use their personal email addresses to create a Service Request with MNCC?

Yes – both Active Duty and Reserve Sailors can use their personal email addresses to contact MNCC, as long as they make sure to **encrypt any Personally Identifiable Information (PII) before sending**.







Frequently Asked Questions (Cont'd)

Questions from Fleet/Forces N1 Leadership and OPNAV N1 Leadership:

3. What are some examples of questions that Reservists can receive support with, when they contact MNCC?

While Reservists should continue to initially engage their Command Pay and Personnel Administrator (CPPA) with HR questions, they can also reach MNCC for support with a number of HR issues – including GI Bill/Veterans Benefits, Travel Reimbursement, Retirement Requests, Active Duty Pay (including AT/ADT and Mobilization), Active Component/Reserve Component (AC/RC) Transitions, Demobilization, and Participation Points.

4. What new functions can the Fleet expect to see with the MyNavy November release?

In November, Sailors can go online to identify all of the ways their unique situations impact upcoming moves using a Permanent Change of Station (PCS) Checklist. They can also go online to submit some of the more straightforward types of leave requests through MNP.







Wrap-Up





Building the Partnership

As Navy leaders, we need your help to keep the momentum from Beta as we move toward IOC. Here's how you can help:

- ✓ Share information about Beta with Sailors in your day-to-day conversations
- ✓ Encourage Sailors to call MNCC with questions
- ✓ Join us for regular Virtual Town Halls to learn updates and key messages
- ✓ Reach out with questions and feedback!



Check out the MNCC Beta Video today!

Video link: https://www.youtube.com/watch?v=n86B5UY7H4o

